

Rev. Dr. Robert L. Rafford
57 Clear View Knoll
Middlebury, CT 06762

May 1, 2014

Melody A. Currey, Commissioner
Connecticut Department of Motor Vehicles
60 State Street
Wethersfield, Connecticut 06161

Dear Commissioner Currey,

The Connecticut Department of Motor Vehicles has now achieved a new low in service to the citizens of Connecticut. In all my years of faithfully renewing my license and registration, I have never encountered such a long and punishing process.

On my way into the Waterbury DMV office today I ran into my neighbor who was shaking his head and complaining that it had taken him **two hours** to register his new vehicle. I commiserated with him but chuckled to myself because I knew that getting a simple change on my license (removing the corrective lens restriction due to my new lens implants) would never take that long. How wrong I was.

It took me exactly **two hours and sixteen minutes** to achieve the change to my license, thus beating my neighbor by sixteen minutes. The initial line that all must stand in now to get a "number" itself took me over 25 minutes. Associates seemed unaware of how to respond to my situation and had to consult supervisors. The assistant at one station issued me a paid receipt, announcing that there would be no charge. When the process was almost through, however, I was told I would be charged \$30.00, which I paid.

A number of years ago I wrote a letter congratulating this very DMV office for renewing my license in under 20 minutes! I'm always happy to give credit where it is due. The letter was posted prominently on the wall there for years. But now, many years later, even with the advancement of computerized systems, the wisdom of business analysts, increased experience, awareness and feedback from the public, the DMV has so immersed itself in a bureaucratic tangle of such great proportions that we have to take at least a half-day off from work to accomplish anything with your department.

I hope that this kind of bureaucratic mess is unacceptable to you and that you and your staff will work to reduce this burdensome process for the taxpayers of our state.

Sincerely,

Robert L. Rafford, D.Min.
Copy:
Governor Dannel P. Malloy
Senator Joan V. Hartley
Representative Anthony J. D'Amelio